

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Administrative Services	153	2	155
	73	0	73
Customer Company Total	153	2	155
	73	0	73

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Administrative Services	153	2	155
	23	0	23
Customer Company Total	153	2	155
	23	0	23

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Administrative Services	153 0.84	2 0.06	155 0.83
Customer Company Total	153 0.84	2 0.06	155 0.83

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Administrative Services	153	2	155
	26	0	26
Customer Company Total	153	2	155
	26	0	26

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Administrative Services	153 6.68	2 1.55	155 6.61
Customer Company Total	153 6.68	2 1.55	155 6.61

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Detail

INC000000316833	Cynthia Heyman Capitol Desktop Support	Application Peter Musser	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.36 481.06
INC000000327895	Ken Hansen Capitol Desktop Support	PC/Laptop Peter Musser	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.58 0.58
INC000000333207	Marcie Handy Capitol Desktop Support	PC/Laptop Peter Musser	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 5.91
INC000000342545	Brenda Murphy Metro B Desktop Support	Application Cindy Reed	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.33 6.54
INC000000349188	Susan White Metro B Desktop Support	Application Tom Hanson	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.57
INC000000352946	Brian Carpenter Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 2.29
INC000000354900	Crisanta Gwilliam Help Desk	Application Vicky Marrelli	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000355296	Evan Taylor Capitol Hosting	Application Matt Dunlap	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.32 3.32
INC000000355828	Evan Taylor Capitol Desktop Support	Application Peter Musser	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 1.55
INC000000355864	Ken Williams Metro B Desktop Support	Network Cindy Reed	Virus Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.90 7.66
INC000000355950	John Nichols Application Services	Application Tony Larsen	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 1.99
INC000000356000	Gary Robertson Capitol Desktop Support	PC/Laptop Peter Musser	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 5.63
INC000000356116	Brian Brentel Voice Operations	Telecom Romanza Hamblin	Voice Mail Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.80
INC000000356140	Dwight Palmer Rural Central Desktop Support	None Paul Petersen	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.93
INC000000356226	Darrell Hunting Capitol Desktop Support	PC/Laptop Brian Bintz	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.24 10.54
INC000000356297	Suzette Meyers Capitol Desktop Support	PC/Laptop Brian Bintz	Error Administrative Services	Employee Gateway Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.00 4.50

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INC000000356371	Cee Cee Niederhauser Capitol Desktop Support	Application Brian Bintz	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.69 7.91
INC000000356417	Scott Blackham Help Desk	Application Brenda Treadway	Password Administrative Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.51 2.51
INC000000356781	Suzette Meyers Help Desk	Application Vicky Marrelli	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356841	Trina Shafer Voice Operations	Telecom Lois Schow	Voice Mail Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.13
INC000000356892	Patricia Smith-Mansfield Metro B Desktop Support	PC/Laptop Cindy Reed	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.78 8.02
INC000000357396	Joshua Bullough Metro B Desktop Support	Application Cindy Reed	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.38 2.39
INC000000357471	Rick Nauta Help Desk	Application Vicky Marrelli	Reporting Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357689	Brian E Nelson Application Services	Application Danielle Hood	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 10.93
INC000000357853	Nikki Sanchez Capitol Desktop Support	None Brian Bintz	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000358176	Jessyca Newman Capitol Desktop Support	Network Brian Bintz	Incident Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.52 8.98
INC000000358491	Lynsey Ong Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358938	Alvin Crown Metro C West Desktop Support	None Cody Flanders	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359114	Rachel Turley Capitol Desktop Support	None Brian Bintz	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000359185	Ed Wilson Rural Central Desktop Support	None Paul Petersen	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.89
INC000000359549	Evan Taylor Enterprise Security	None Bart Grant	None Administrative Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.13 1.49
INC000000359589	Karen Kraus Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359908	Jennifer Porter Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.27

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INC000000359983	Tim Walden	Application	Error	PGP		TIR Missed: No	TIR: 0.88
	Metro B Desktop Support	Torri Randa	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.28
INC000000360332	Tami Nelson	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.46
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.45
INC000000360457	Rachel Turley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.09
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000360669	Nikki Sanchez	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000360834	Michael Marshall	Application	Password	Ipads		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361086	Julie D'Alesandro	Application	Reporting	None		TIR Missed: No	TIR: 0.57
	Application Development	Hung Nguyen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.98
INC000000361221	Jennifer Porter	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361232	Matthew Boyer	Application	Error	PDF Complete		TIR Missed: No	TIR: 0.13
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.42
INC000000361295	Shirley Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.13
INC000000361347	Corry Hill	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361358	Guy Wayman	Mobile Devices	Error	iPhone		TIR Missed: No	TIR: 0.04
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 17.41
INC000000361396	Gala Dumas	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361715	Lori Charboneau	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361734	Annette Julander	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361740	Anne Stehno	Network	Incident	None		TIR Missed: No	TIR: 0.10
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.89
INC000000361885	Jan Rogerson	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361905	Kevin Healy	Network	Error	None		TIR Missed: No	TIR: 0.18
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.96

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INC000000361966	Elizabeth Perkes	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000362056	Jerry Gearheart	None	None	None	TIR Missed: No	TIR: 0.62
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000362110	Brian Carpenter	Network	None	None	TIR Missed: No	TIR: 0.20
Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.71
INC000000362159	Rick Nauta	None	None	None	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000362178	Crisanta Gwilliam	None	None	None	TIR Missed: No	TIR: 0.53
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.60
INC000000362288	Brenda Veldevere	Application	Error	Adobe Acrobat	TIR Missed: No	TIR: 0.04
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.57
INC000000362643	Kathryn Anderson	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000362763	Elizabeth Perkes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.22
Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 7.78
INC000000362782	Michael Rigby	Network	Incident	None	TIR Missed: No	TIR: 0.33
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.73
INC000000362829	Nathan Gardner	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	TIR: 3.42
Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 20.67
INC000000362889	Aimee Shetley	Application	Reporting	None	TIR Missed: No	TIR: 0.12
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000362985	Jerry Gearheart	Application	Error	Finder System	TIR Missed: No	TIR: 0.13
Application Support - DFI	Boyd Evans	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 7.69
INC000000363111	Anne McNally	EIS Hardware	Printer	None	TIR Missed: No	TIR: 0.18
Strategic Communications	Luis Larios	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.70
INC000000363230	Chiarina Gleed	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000363254	Larry Simpson	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.48
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.48
INC000000363312	Enzo Calfa	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.25
Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000363321	Nancy Orton	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.05

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INC000000363724	Rick Beckstead Capitol Desktop Support	PC/Laptop Peter Musser	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 3.25
INC000000363869	Allyson Spevak Capitol Desktop Support	Print/Copy/Scan/Fax Scott Wunderlich	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 1.81
INC000000363891	Elizabeth Perkes Capitol Hosting	Application Danny Black	Reporting Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	14.84 110.10
INC000000363896	Elizabeth Perkes Internal Application Development atBeth Hendricks	Application Dennis Rogers	Error Administrative Services	Action Request System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.62
INC000000364048	Allyson Spevak Strategic Communications	EIS Hardware Dennis Rogers	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.28 8.06
INC000000364061	Karen Peterson Capitol Desktop Support	Application Chad Poll	Error Administrative Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 1.94
INC000000364309	Brian Carpenter Metro B Desktop Support	Application Cindy Reed	Reporting Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 3.66
INC000000364826	Brian Spencer Capitol Desktop Support	None Chad Poll	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365032	Jerry Gearheart Capitol Desktop Support	Print/Copy/Scan/Fax Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 1.15
INC000000365198	Karl Redel Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365204	Wayne Smith Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365205	Kurt Baxter Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365277	Brent Lloyd Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365282	Brian R Bales Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365284	Craig Wessman Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365286	Kurt Baxter Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365290	Matthew Boyer Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000365292	Mike Ambre Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365295	Sean Crawford Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365298	Tim Parkinson Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365301	Wayne Smith Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365405	Brenda Lee Capitol Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Error Code Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	19.93 22.19
INC000000365531	Amanda Ronan Help Desk	None James Stearns	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000365558	Evan Taylor Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	14.95 14.95
INC000000365892	Sheri Wolfley Help Desk	Application Vicky Marrelli	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365938	John Harrington Metro D Help Desk	None John Robinson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365954	Crisanta Gwilliam Capitol Desktop Support	Print/Copy/Scan/Fax Tracy Goble	Incident Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.26 7.26
INC000000366237	Jan Rogerson Capitol Desktop Support	Mobile Devices Scott Wunderlich	Error Administrative Services	Droid Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.15 4.96
INC000000366346	Madison Howard Rural North Desktop Support	Network Ruston McKay	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366503	Scott Whitney Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366532	Arcy Lopez Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.56 2.56
INC000000366634	Karen Peterson Metro D Help Desk	None Doug Brown	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366788	Brian R Bales Capitol Desktop Support	PC/Laptop Scott Wunderlich	Hardware Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.95
INC000000366804	Julie D'Alesandro Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 1.60

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INC000000366884	Arcy Lopez	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.43
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed:	No	TTR:	0.43
INC000000367293	Lynn Bodrero	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.40
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed:	Yes	TTR:	6.26
INC000000367478	Mark Dalton	Network	Error	None		TIR Missed:	No	TIR:	0.11
	Metro B Desktop Support	Michael Barth	Administrative Services	Medium	Closed	TTR Missed:	No	TTR:	1.55
INC000000367478	Mark Dalton	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Administrative Services	Medium	Closed	TTR Missed:	No	TTR:	1.55
INC000000367558	Brody Valerga	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.23
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed:	No	TTR:	0.73
INC000000367615	Julie D'Alesandro	PC/Laptop	Performance	None		TIR Missed:	Yes	TIR:	3.12
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed:	No	TTR:	4.94
INC000000367617	Carma Hicks	Application	Reporting	Offender Tracking		TIR Missed:	No	TIR:	0.42
	Metro C Help Desk	Reed Stohel	Administrative Services	Low	Closed	TTR Missed:	No	TTR:	0.45
INC000000367850	Jeff Reddoor	Application	Error	State Payroll System		TIR Missed:	No	TIR:	0.18
	Rural South Desktop Support	Joel Finlinson	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.18
INC000000368164	Cee Cee Niederhauser	Telecom	Call Management	Telephone		TIR Missed:	No	TIR:	0.20
	Voice Operations	Gail Christiansen	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	3.08
INC000000368180	Nikki Sanchez	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.71
	Application Services	Tony Larsen	Administrative Services	Low	Resolved	TTR Missed:	Yes	TTR:	13.21
INC000000368445	Guy Wayman	Mobile Devices	Error	Droid		TIR Missed:	No	TIR:	0.15
	Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.40
INC000000368498	Corry Hill	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.21
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed:	Yes	TTR:	9.41
INC000000368516	Brenda Lee	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.76
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	4.12
INC000000368542	Trina Shafer	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.26
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.47
INC000000368555	Julie D'Alesandro	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.30
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	3.16
INC000000368959	Brook McElmurry	Application	Error	Novell Messenger		TIR Missed:	Yes	TIR:	1.06
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	3.51
INC000000369053	Brodie Valerga	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.08
	Help Desk	Sarah Johnson	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.08

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INC000000369077	Brian R Bales	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000369157	Evan Taylor	PC/Laptop	None	None		TIR Missed: Yes	TIR: 1.97
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 3.47
INC000000369158	Melissa Frost	Application	Reporting	Microsoft Word		TIR Missed: No	TIR: 0.09
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.25
INC000000369168	Brian E Nelson	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR: 0.10
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000369370	Heidi Stringham	Application	Reporting	Novell Messenger		TIR Missed: No	TIR: 0.14
	Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.22
INC000000369435	Terri White	Telecom	Feature	None		TIR Missed: No	TIR: 0.06
	Metro D Help Desk	Jed Patrick	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000369441	Terri White	Telecom	None	None		TIR Missed: No	TIR: 0.08
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.52
INC000000369983	Brent Lloyd	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000369985	Annette Julander	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000369991	Brenda Lee	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.06
	Voice/Data/WAN Services	T Artis	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000370026	Amanda Hensley	Application	None	None		TIR Missed: No	TIR: 0.70
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 5.72
INC000000370164	Julie D'Alesandro	Application	Error	Finance Data Warehouse		TIR Missed: No	TIR: 0.86
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.94
INC000000370258	Shirley Robinson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000370469	Crisanta Gwilliam	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.57
INC000000370613	Milton VanderLinde	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000370656	Crisanta Gwilliam	PC/Laptop	Error	None		TIR Missed: Yes	TIR: 1.10
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.86
INC000000370673	Evan Taylor	Application	Error	None		TIR Missed: No	TIR: 0.75
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.52

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INC000000370677	Guy Wayman	Mobile Devices	None	Droid		TIR Missed: No	TIR: 0.08
	Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 5.56
INC000000370686	Brian E Nelson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000370771	Stephen Smith	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.46
	Rural South Desktop Support	Cheri Oldham	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 3.40
INC000000370922	Barbara Sutherland	Application	Error	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.27
INC000000371202	Amanda Ronan	None	None	None		TIR Missed: No	TIR: 0.10
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 15.47
INC000000371449	Julie D'Alesandro	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR: 2.17
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 6.87
INC000000371741	Linda Crawford	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.20
	Voice/Data/WAN Services	Mike Johnson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000371882	Brian R Bales	Application	Error	None		TIR Missed: No	TIR: 0.12
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.65
INC000000372007	Brian R Bales	Application	Error	ProjectWise		TIR Missed: No	TIR: 0.10
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.16
INC000000372183	Sue Hoskins	Application	Password	PGP		TIR Missed: Yes	TIR: 2.96
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 8.37
INC000000372445	Anne McNally	EIS Hardware	None	None		TIR Missed: No	TIR: 0.26
	Strategic Communications	Dennis Rogers	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 4.46
INC000000372459	Ryan Huntsman	PC/Laptop	Error	None		TIR Missed: Yes	TIR: 1.25
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 13.02
INC000000372674	Adrian Ruger	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.51
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 15.64
INC000000372977	Brian Spencer	None	None	None		TIR Missed: No	TIR: 0.20
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000373049	Stephanie Wilcox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000373371	Arcy Lopez	Telecom	Feature	Telephone		TIR Missed: No	TIR: 0.13
	Voice Operations	Britany Finlay	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.63
INC000000373412	Jennifer Porter	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.13
	Help Desk	Sarah Johnson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.44

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INC000000373517	Jennifer Porter	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.25
Help Desk	Sarah Johnson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.47
INC000000373521	Corry Hill	None	None	None	TIR Missed: Yes	TIR: 3.30
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 6.32
INC000000374024	Amanda Hensley	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00